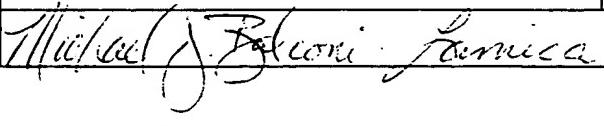


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Please type a plus sign (+) inside this box Approved for use through 09/03/00. OMB 0651-0032
Patent and Trademark Office: U. S. DEPARTMENT OF COMMERCE

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UTILITY PATENT APPLICATION TRANSMITTAL <i>(Only for new nonprovisional applications under 37 CFR 1.53(b))</i>		<i>Attorney Docket No.</i> 11433RRUS01U/22171.177	
		<i>First Named Inventor or Application Identifier</i> Mark J. Holden	
		<i>Express Mail Label No.</i> EL455942910US	
APPLICATION ELEMENTS See MPEP chapter 600 concerning utility patent application contents.		<i>Commissioner for Patents</i> Box Patent Application Washington, DC 20231	
<p>1. <input checked="" type="checkbox"/> Fee Transmittal Form <i>(Submit an original, and a duplicate for fee processing)</i></p> <p>2. <input checked="" type="checkbox"/> Specification [Total Pages <u>28</u>] <i>(preferred arrangement set forth below)</i></p> <ul style="list-style-type: none"> - Descriptive title of the Invention - Cross References to Related Applications - Statement Regarding Fed sponsored R & D - Reference to Microfiche Appendix - Background of the Invention - Brief Summary of the Invention - Brief Description of the Drawings (<i>if filed</i>) - Detailed Description - Claim(s) - Abstract of the Disclosure <p>3. <input checked="" type="checkbox"/> Drawing(s) (35 USC 113) [Total Sheets <u>3</u>]</p> <p>4. Oath or Declaration [Total Pages <u>3</u>] a. <input checked="" type="checkbox"/> Newly executed (original or copy) b. <input type="checkbox"/> Copy from a prior application (37 CFR 1.63(d)) (<i>for continuation/divisional with Box 17 completed</i>) i. <input type="checkbox"/> DELETION OF INVENTOR(S) Signed statement attached deleting Inventor(s) named in the prior application, see 37 CFR 1.63(d) and 1.33 (b).</p> <p>5. <input type="checkbox"/> Incorporation By Reference (<i>usable if Box 4b is checked</i>) The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 4b, is considered as being a part of the disclosure of the accompanying application and is hereby incorporated by reference therein.</p> <p>17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information: <input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP) of prior application No: _____, filed: _____ prior application information: Examiner _____ Group/Art Unit _____</p>			
ACCOMPANYING APPLICATION PARTS			
<p>8. <input checked="" type="checkbox"/> Assignment Papers (cover sheet & document(s))</p> <p>9. <input type="checkbox"/> 37 CFR 3.73(b) Statement <input type="checkbox"/> Power of Attorney <i>(when there is an assignee)</i></p> <p>10. <input type="checkbox"/> English Translation Document (<i>if applicable</i>)</p> <p>11. <input checked="" type="checkbox"/> Information Disclosure <input checked="" type="checkbox"/> Copies of IDS Statement (IDS)/PTO-1449 Citations</p> <p>12. <input type="checkbox"/> Preliminary Amendment</p> <p>13. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEM 503) <i>(Should be specifically itemized)</i></p> <p>14. <input type="checkbox"/> Small Entity <input type="checkbox"/> Statement filed in prior application Statement(s) Status still proper and desired</p> <p>15. <input type="checkbox"/> Certified Copy of Priority Document(s) <i>(if foreign Priority is claimed)</i></p> <p>16. <input checked="" type="checkbox"/> Other: <u>Express Mail Certificate; and Request and Certificate Under 35 U.S.C. 122(b)(2)(B)(i).</u></p>			
18. CORRESPONDENCE ADDRESS			
<input type="checkbox"/> Customer Number or Bar Code Label 		<input type="checkbox"/> Correspondence address below	
NAME Warren B. Kice Haynes and Boone, LLP			
ADDRESS 901 Main Street Suite 3100			
CITY Dallas		STATE TX	ZIP CODE 75202
COUNTRY USA		TELEPHONE 214-651-5634	FAX 214-651-5940
Name (print/type)	Michael J. Balconi-Lamica		Registration No. (Attorney/Agent) 34,291
Signature			Date 12/12/00

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Page 1 of 2

+ JC945 U.S. PTO 09/135427

12/12/00

**ADDED PAGES FOR APPLICATION TRANSMITTAL WHERE BENEFIT OF
PRIOR U.S. APPLICATION(S) CLAIMED**

18. Relate Back

Amend the specification by inserting, before the first line, the following sentence:

A. 35 U.S.C. § 119(e)

This application claims the benefit of U.S. Provisional Application(s) No(s):

APPLICATION NO(S).:

06/174,199

FILING DATE

12/31/99

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FEE TRANSMITTAL		<i>Complete if Known</i>	
		Application Number	N/A
		Filing Date	Herewith
		First Named Inventor	Mark J. Holden
		Group Art Unit	Unkown
		Examiner Name	Unkown
TOTAL AMOUNT OF PAYMENT	(\\$) 1,170.00	Attorney Docket Number	11433RRUS01U/22171.177
Note: Effective October 1, 1997. Patent fees are subject to annual revision.			

METHOD OF PAYMENT (check one)						FEE CALCULATION (continued)																																																																																																																																																																																																																																																																									
<p>1. <input checked="" type="checkbox"/> The Commissioner is hereby authorized to charge indicated fees and credit and over payment to:</p> <p>Deposit Account Number 08-1394</p> <p>Deposit Account Name Haynes and Boone</p> <p><input type="checkbox"/> Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17 <input type="checkbox"/> Charge the Issue Fee in 37 CFR 1.18 at the Mailing of the Notice of Allowance</p>						<p>410. ADDITIONAL FEES</p> <table border="1"> <thead> <tr> <th>Large Entity Fee Code</th> <th>Fee (\$)</th> <th>Small Entity Fee Code</th> <th>Fee (\$)</th> <th>Fee Description</th> <th>Fee Paid</th> </tr> </thead> <tbody> <tr> <td>105</td> <td>130</td> <td>205</td> <td>65</td> <td>Surcharge - late filing fee or oath</td> <td></td> </tr> <tr> <td>127</td> <td>50</td> <td>227</td> <td>25</td> <td>Surcharge - late provisional filing fee or cover sheet</td> <td></td> </tr> <tr> <td>139</td> <td>130</td> <td>139</td> <td>130</td> <td>Non-English specification</td> <td></td> </tr> <tr> <td>147</td> <td>2520</td> <td>147</td> <td>2520</td> <td>For filing a request for reexamination</td> <td></td> </tr> <tr> <td>112</td> <td>920*</td> <td>112</td> <td>920*</td> <td>Requesting publication of SIR prior to Examiner action</td> <td></td> </tr> <tr> <td>113</td> <td>1840*</td> <td>113</td> <td>1840*</td> <td>Request publication of SIR after Examiner action</td> <td></td> </tr> <tr> <td>115</td> <td>110</td> <td>215</td> <td>55</td> <td>Extension for reply within first month</td> <td></td> </tr> <tr> <td>116</td> <td>390</td> <td>216</td> <td>195</td> <td>Extension for reply within second month</td> <td></td> </tr> <tr> <td>117</td> <td>890</td> <td>217</td> <td>445</td> <td>Extension for reply within third month</td> <td></td> </tr> <tr> <td>118</td> <td>1390</td> <td>218</td> <td>695</td> <td>Extension for reply within fourth month</td> <td></td> </tr> <tr> <td>128</td> <td>1890</td> <td>228</td> <td>9450</td> <td>Extension for reply within fifth month</td> <td></td> </tr> <tr> <td>119</td> <td>310</td> <td>219</td> <td>155</td> <td>Notice of Appeal</td> <td></td> </tr> <tr> <td>120</td> <td>310</td> <td>220</td> <td>155</td> <td>Filing a Brief in support of an appeal</td> <td></td> </tr> <tr> <td>121</td> <td>270</td> <td>221</td> <td>135</td> <td>Request for oral hearing</td> <td></td> </tr> <tr> <td>138</td> <td>1510</td> <td>138</td> <td>1510</td> <td>Petition to institute a public use proceeding</td> <td></td> </tr> <tr> <td>140</td> <td>110</td> <td>240</td> <td>55</td> <td>Petition to revive - unavoidable</td> <td></td> </tr> <tr> <td>141</td> <td>1240</td> <td>241</td> <td>620</td> <td>Petition to revive- unintentional</td> <td></td> </tr> <tr> <td>142</td> <td>1240</td> <td>242</td> <td>620</td> <td>Utility issue fee (or reissue)</td> <td></td> </tr> <tr> <td>143</td> <td>440</td> <td>243</td> <td>220</td> <td>Design issue fee</td> <td></td> </tr> <tr> <td>103</td> <td>18</td> <td>303</td> <td>9</td> <td>Claims in excess of 20</td> <td></td> </tr> <tr> <td>102</td> <td>80</td> <td>202</td> <td>40</td> <td>Independent claims in excess of 3</td> <td></td> </tr> <tr> <td>104</td> <td>270</td> <td>204</td> <td>135</td> <td>Multiple dependent claim</td> <td></td> </tr> <tr> <td>109</td> <td>80</td> <td>209</td> <td>40</td> <td>Reissue independent claims over original patent</td> <td></td> </tr> <tr> <td>110</td> <td>18</td> <td>210</td> <td>9</td> <td>Reissue claims in excess of 20 and over original patent</td> <td></td> </tr> <tr> <td colspan="6">SUBTOTAL (1) (\$ 710.00)</td> <td colspan="6">SUBTOTAL (3) (\$ 40.00)</td> </tr> <tr> <td colspan="6"> <p>2. 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SUBMITTED BY		Complete (if applicable)	
Typed or Printed Name	Michael J. Balconi-Lamica		Reg. No.
Signature	<i>Michael J. Balconi-Lamica</i>	Date	34,291
		12/12/00	Deposit Account User ID
			08-1394

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Box Patent Application, Washington, DC 20231.
a-106937

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**REQUEST AND CERTIFICATION
UNDER
35 U.S.C. 122(b)(2)(B)(i)**

First Named Inventor	Mark J. Holden
Title	System And Method For Dynamic Queuing In An Automatic Call Distributor
Atty Docket Number	11433RRUS01U/22171.177

I hereby certify that the invention disclosed in the attached application **has not and will not be** the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

12/12/00

Date

Signature

Michael J. Balconi-Lamica

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application **upon filing**.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant **must** notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. **Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(iii)).**

Burden Hour Statement: This collection of information is required by 37 CFR 1.213(a). The information is used by the public to request that an application not be published under 35 U.S.C. 122(b) (and the PTO to process that request). Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This form is estimated to take 6 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Mark J. Holden et al.

Serial No. N/A

Examiner: N/A

Filed: Herewith

Group Art Unit: N/A

For: SYSTEM AND METHOD FOR
DYNAMIC QUEUING IN AN
AUTOMATIC CALL DISTRIBUTOR

Box Patent Application
Assistant Commissioner for Patents
Washington, D.C. 20231

Jc914 U.S. PTO
09/735427
12/12/00

EXPRESS MAIL CERTIFICATE

Express Mail Number: EL 45594291OUSDate of Deposit: 12/12/00

I hereby certify that the following attached papers and fee:

1. Utility Patent Application Transmittal Sheet (2 pages);
2. Fee Transmittal Sheet (in duplicate);
3. Patent Application consisting of 20 pages of Specification, 7 pages of Claims and 1 page Abstract of Disclosure;
4. 3 Drawing sheets;
5. Request and Certification Under 35 U.S.C. 122(b)(2)(B)(i);
6. Declaration and Power of Attorney;
7. Assignment and Recordation Cover Sheet;
8. Information Disclosure Statement with cited references;
9. Check in the amount of \$1,170.00 (\$1,130.00 for filing fee and \$40.00 for recordation of Assignment); and
10. A Return Postcard

are being deposited with United States Postal Service "Express Mail Post Office to Addressee" to the Assistant Commissioner for Patents, Box Patent Application, Washington, D.C. 20231.

Dolly Milleson

Typed or Printed Name

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